**Wellness as an Essential Aspect of Service Delivery for Human Service Professionals**

Good morning, and welcome to Wellness as an Essential Aspect of Service Delivery for Human Service Professionals. Once we complete this webinar, we will put it on our on-demand system for anybody that wants to watch it again or share with your officemate. For anyone who needs it, you can use it for training or if you need to get your credit hours, you can pay for it. My name is Freda MacArthur-Lee and I am with the University of North Texas, Workplace Inclusion and Sustainable Employment, known to most of you as UNT WISE. They are part of the College of Public and Health Service located in the Department of Rehabilitation and Health Services. For all of you joining us today, I will do my usual thing if you are a regular. The question box down there, find that for me, there we go. Thank you so much. Let me know if you can hear okay, thank you so much. Appreciate you joining us today, that is the box you will use if you have questions for the presenter or for me, put them in their and I will make sure we get them answered. Good morning to you as well. Go further down from the question box, and you will see a handout area, you will notice today that we have three handouts for you. If you would like to go ahead and grab those, please do so. Great, I've only got four people saying hi to me and I think I have a little more than that on the line. Is everybody hearing me okay? If you are using the phone to listen in this morning, please make sure that you contact untwise@unt.edu. I will let you know how you will receive credit for this, but I am so excited to introduce you to our speaker this morning, we have Justin Watts. He is a professor at the University of North Texas, his research center is on mental health, substance use disorders, and peer support programs, he is also involved in teaching and training students who desire to become mental health counselors. As I spoke with him this morning, I told him I am so excited for this. Most of our presentations focus on how our employment professionals and our counselors and case managers can provide services to others, and this one is how you can take care of yourself. Dr. Watts, thank you for joining us today. The floor is yours.

>> Thank you, it is a pleasure to be here. I am very excited to be able to do this webinar today, and I am proud to admit I am at the end of my title, I recently passed the examinations. I am a professor here, and this is my first year, and for me, personally, doing some reading related to the topic, I think it was very important. This gives me an opportunity to think about where we are and how we train our own counselors here, but personally for me, I thought this was beneficial. As I was preparing for this webinar, I saw quite a bit of reading and reflecting, I was talking to students, and really trying to see where we are at. From what I gathered, our profession doesn't do so well in the area of personal and peer involvements. As I was reading, I really have to admit that my own perspective was a bit limited when it came to self-care and the practice of wellness in our profession. So, I like the word wellness, in my opinion, it is a better word because it is more holistic. It talks about many different aspects of self-care and professional development, and that is the piece that I was missing, the professional piece. So, the objectives that we have for today, the first one is identify ways that we can enhance wellness, not only personally but in our professional practice. We will look at some issues related to impairment and professional functioning, and identify activities that would promote holistic wellness. So, as I develop this webinar, one thing that I really wanted to get was what do you want out of this? I hope this is okay, but if you could type a message and just let me know what you want, what you are coming to this webinar for, my guess is if you are interested in this that you probably are looking for some ways to increase your own personal professional wellness. A little bit about myself, as far as my education is concerned, I am a recent addition to the field, I just started at North Texas last year, I got my PhD in education, so I work with supervisors, and from my perspective, seeing self-care really starts at the beginning of training, and I had a strange perspective when it comes to it because I see students from the very beginning of the program, and I see them go through the program, and I see them go out into the field. I still have contact with many of them. I have been here at North Texas for about a year and a half, and I do want to share a bit about myself because I do feel it could be helpful. I have to say, when I was working on my PhD, my practice felt nonexistent, I did very little to deal with my stress, I worked long hours, sometimes hitting no sleep. So, after I defended my dissertation about two weeks after I was diagnosed with cancer, and I am fine now, I am in the clear, but I don't think that it was necessarily a coincidence. The timing of it, what my body had gone through, so I use that as an example, it is a very extreme example obviously, and I don't need it to be a scare tactic or anything, but it is very important to maintain our perspective as we continue to develop in our professions. For me, that was an eye-opening experience, to really take control of my life, to really make sure that I was practicing wellness, making sure that I was where I wanted to be with my quality of life. As far as my own history, that is an example of what not to do. So, as we get into this, --

>> I'm sorry, I got some responses I wanted to share with you. They said I want to learn more about wellness in my professional life, and another said self-improvement, I am done with that. Establishing longevity in the workplace with persons with mental illnesses as well.

>> Thank you. We will definitely cover these things today, and I will talk about what I try to do to set some boundaries because what we do is sort of scattered, depending on how your workplace is organized. And, we will definitely talk about those things. At the end, if we do not touch on something that you wanted more information about, I am happy to cover that or provide some resources for you. As far as self-care, this is something we talk about, we noticed the dots after that. Counselors are pretty bad at self-care, we preach it, we teach it to our clients, it is something that we rarely focus on in our own lives. In each class I teach, we talk about this, I give assignments, I make them keep journals, but when they get out in the field, they failed to carry it out. When I was at Penn State, I was supervising some rehabilitation counselors who were working in substance treatment facilities, and over the course of training, we were not engaging in self-care practices, and I had to unfortunately write several letters, and it is really unfortunate. So, as far as my counselor training here, it has been interesting to see students from the very get-go, and I had one student last semester who was pulling all nighters, taking on way too many responsibilities, and she wanted to help, and I think the problem is we give so much of ourselves to our clients, but she was missing class, missing assignments, and just turning into this really big issue. The issue was, you are not able to function and you're not able to do your job. We are looking at where we are at. Obviously, that is where probably most of us lie, but I would probably look at whether or not I am burning the candle from both ends. This is a self-care assessment worksheet, so what I really like about this, there is really no score, it is more areas that you might consider taking care of yourself or have some ideas of what you could possibly be doing better. There is this piece here, anything from going to the doctor, to eating healthy, taking vacations, all sorts of things. There is also this piece of psychological aspects here. Reading, writing, saying no to extra responsibility sometimes. And we have this piece of emotional self-care, where we really spend time with people we enjoy, loving ourselves, reading our favorite books, watching movies, just finding ways to disengage a little bit, and take care of ourselves in that aspect. We also have this piece of spiritual self-care, really connecting to that side of us. Somebody mentioned that they are hoping to get some information on professional self-care. Something as simple as taking breaks, taking time to chat with coworkers, maybe not necessarily about work-related tasks, and this idea of balance. Balancing our case, and again, saying no. So, I think it is really important, not only to look at self-care from the personal side of things, but looking at what we can do in our jobs to maintain that balance. So, I hope this will be useful for you and something that you might even be able to use with your clients. It is a very holistic measure, in my opinion. I think it could allow people to verbalize areas that they really want to address, where there might be strengths, but where we can identify some things to work on as well. As far as professionals are concerned, this is a survey that is called the professional quality of life survey, so what it does yield is a compassion satisfaction, so do you get satisfaction out of your job? And it also has skills for fatigue. You don't have to grade yourself on this, I think just taking it and reading over it is just as useful as it would be to score it. Some of these questions are, are you satisfied in your work, do you feel connected to people, do you like your job? And not only that, but is your job starting to have an impact on you? I think that is important to recognize so that you can work with other people and start addressing the issues. So, I do encourage you to use this, take a look at it, and see where you stand. Also, I wanted to provide a few tools, if you don't get anything else from this, I think these two would be quite useful. At the bottom here, there is some information on how to score those, and I will talk about the secondary trauma here in a second. Our jobs are difficult, but they are quite rewarding at the same time. For those of us who work with chronic issues, we often disregard our own self-care needs in order to focus on the client. As I mentioned, this shows up from the very start. So, I think there is something in our nature in rehab counseling and counseling that pushes us to be this way. One difficult thing that I struggle with over the years is a sense of achievement. It has -- a lot of researchers have shown, when we achieve in our job, it lowers compassion related stress. But, we rarely get to see the fruits of our labor. We work with clients for however long, and we get to see little bits of progress hopefully throughout the sessions, but when they walk out the door, it is really difficult to see that success, that achievement in action, and it is hard to deal with. So, that takes a toll, over weeks and years of being in the profession. The other issue is this idea of one-way caring. We are constantly giving, we are giving ourselves, and in many cases, it is not that it is necessarily a anguished job, but it can be really difficult when we are giving, giving, giving all the time and not receiving. The last thing that is really just the nature of what we do, some of the research I do is working in -- I work from the substitutes counseling for a while, and now that I am a researcher, I am studying treatment. When I was doing my dissertation, I was traveling back and forth from Texas to Pennsylvania, collecting data, working with clients, and do with -- due to the nature of the survey, I would sit down with clients and I was asking questions about issues that occurred in childhood, child maltreatment and trauma. I can remember just how impacted I was emotionally and psychologically from that, just hearing horrible things that people went through. And after sitting through about 140 of those, I really had to start working on myself because my perspective of just mankind in general started to become warped. Everybody that I was talking to, about 86% of the people in the study had experienced some pretty severe maltreatment in childhood, and it made me look at people differently. So, I think we have to really work on our perspective, and how we perceive and interact with others. Make sure that I continually remind myself, even though that is what I am focusing on, even though that is what I study, that it is still a subset of the population. So, I have to continually remind myself, and for all of us in the profession, we are counseling people, and they are generally coming to us when they are happy -- they are not generally coming to us when they are happy and excited, they are coming to us when they have a problem. It can be really difficult for them, all they are dealing with is this marginal piece of society, and it can start to develop a warped perspective. This graph that I have over here, this is really just the process that we go through with our clients where we develop an attachment, we relate to our clients, we become actively involved in the process, and then you separate. That can be -- when you go through that cycle over and over again, it starts to wear on you, so that you find the nature of our work can be difficult.

>> We do have one question. And I'm sure you will cover this later but I want to make sure I get this asked now. At one point does a need for professional help come into play and talking about the diagram you just covered? What I'm assuming, professional help for the person providing services. I just wanted to make sure I ask that question.

>> That is a great question. And I think that, you know, we are not immune to anything as counselors, and something that I practice in my own life, I do go to counseling myself, and I think it is important to recognize this cycle, and it does happen, and it is difficult and it does wear and tear. So I want to say, it would be important to maybe talk to somebody about that if you are asking that question. I think that is something that every single person in the human services profession needs to do at one point. We do not have to go every week, but maybe once a month, just have somebody that you can talk to about your professional and personal life, to really start addressing the losses that we experience. Sometimes, on a daily basis. That is a great question, and I think, my answer is that everyone really should be doing this at some point, seeking counseling, or if you are in the field and you are seeking supervision, that is what I am trained in, and when I am supervising my counselor trainees, a lot of what we work on in our supervision sessions are our personal issues. So, having somebody trust -- trustee that you can talk to. We will touch on that in a second. One of the issues that we face as this issue of compassion fatigue. Compassion fatigue is when you just get tired of being compassionate all the time. When we attempt to see the world as those who suffer, it is hard not to suffer. So, compassion fatigue, what it does is interfere with our ability and interest to really pay attention to, or even take on the suffering of other people. I think it is important to recognize that in ourselves when we start to become a bit callous, when we start to become hard and we see ourselves lacking in trying to understand what others are going through. We really need to take a step back and either take a break or a vacation or something. But, I love this quote that I put at the bottom, by Jim Morrison, he was also a poet, and one thing he wrote was, you cannot burn out if you are not on fire. I put this here because I think it is so important to recognize these issues before they come a problem. To be proactive and identify these problems. I spent so much time a second ago talking about these issues, and we need to be aware of these issues and whether or not they are having an impact on us. So, this is not always a problematic thing, but we are impacted by the stories, and when we start over identifying with that, it can become an issue. So, finding that boundary is really important, and that is where supervision comes in, I can remember when I was doing a group counseling session for substance abuse, and I can remember one of the client had a huge reaction to what somebody was saying. They were able to take the reins, but I was so impacted by what that person said, and just the experience of seeing him get so angry. I could not really shake it, so I went to meet with my supervisor and we discussed this. It turns out, I was over identifying with that as something that happened in my past that made me have a reaction. I was not fully present with that group, I was not attending to and doing my job to the extent that I needed to be doing it, to be an effective counselor. So, how does somebody just go and shake that off, that is so important. Recognizing at first, but what do I do after that happens? Everybody knows what burnout is, but really, the way I would define it is the result of a decreased ability to attach with the next client because of emotional depletion. It is accumulated after a long time. It is really important to start recognizing it. There are a lot of ways to address it, which we will talk about in a second. I think this was something I started experiencing toward the end of my work in the substance abuse field. I worked in an outpatient facility, and we would have three hour, four hour sessions, and I can remember sitting in my car at night and just staring at the steering wheel, just after what I had just heard, what the clients had shared with me, just horrible traumatic experience with things that I haven't even seen on TV. It had such an impact on me, both spiritually and emotionally, psychologically, and I started to burnout because I wasn't addressing those issues, I wasn't talking to somebody about it. So, this is an interesting study that I came across, the study done in 2002, I think it was actually in Australia, they were looking at helping professionals, individuals who were at some level working with people of trauma. And what we found was that 55% of those are actually distressed at the time of the study, 35% were emotionally drained, and 18% met the criteria for secondary stress disorder, which we can also talk about vicarious trauma. So, they almost met the criteria for secondary stress disorder. I think it is very important to keep it into perspective that we are not immune to being impacted by our clients and what they are going through, and it shows up in this study research, and this is a good illustration on how it manifests itself.

>> I have a question from one of the participants. For myself, burnout is a cycle and it depends on the degree of need from one who is receiving services, is this common?

>> Absolutely. I think for many people, they are coming to us to solve problems, to work on problems, and different people are at varying degrees when it comes to problem solving skills. Some people come to us with very little tricks in the bag, problem-solving capabilities, and for some people, starting off at the very beginning can be so draining, and so difficult. So, I think that that is a great question, and depending on where somebody is out, depending on what the nature of the work is, it can be very difficult to have to teach their skills and go back and start at square one over and over again. It can be easy for us to lose hope, it can be easy for us to get lost in the process, and really forget that we are working with people. So, I think it is great that you brought that up because I think that is something that is hard to talk about, and I feel like it is a little bit taboo to say that we are kind of set up sometimes, -- set up -- fed up sometimes, and it's okay, but that is when we need to start pulling back and addressing it. One way I try, I have this sticker on my computer, it says best job in the world. I truly believe this is the best job for me, I love my work, but there are days where I can get tunnel vision, and I can focus on the one student who's angry at me, or they are frustrated because -- fill in the blank, it is daily. But, I use that word intentionally, I can choose to focus on that piece, I can look at all the meaning and purpose I get out of my job, and I get paid for it, which honestly, that paycheck I get at the beginning of the month, I feel like I found a loophole in the system, so I have to really keep in mind how awesome it is, what I get to do every day. Being in the helping profession is quite unique, and we do need that purpose, and I think taking time to really be introspective and to think about that every day, it is so important and it does wonders. Another issue that we do experience, most of us get into this because we want to make a difference, we want to help others, and when we start to see our work having little impacts, that can be a big issue, so I think it is important to take a step back and really make it fit. Start to really focus on when we are making an impact. It can be really easy when somebody comes by and gives a complement that says, great job or I heard students say something positive the other day. It is really easy for me to brush that off, and I think, I could have focused more on this or that. It plays such a big role in that tenure process, and I can remember going directly [Indiscernible] and as I get a little bit of time here, I stopped doing that, I started really looking at things holistically and keeping things in perspective. And yes, there are things I need to work on but there are also a lot of things I am doing good, so I think that is important when we look at our work, there's always areas we need to work on. Sometimes we may not have the biggest impact that we could, but we just focus on the fact that we are making changes and helping. So, one thing this -- that makes this so important, if we are not perspective, we cannot be empathic and available. It is so difficult for us to separate the personal and professional peace, because we are the person that is helping with this change, and we -- if we are not okay, how can we expect ourselves to be there for our clients. So, some other hazards here, somebody asked this question a second ago, but, do clients have unsolvable issues that need to be solved? That is such a difficult question because we want to help. We are in distress, and they are in emotional pain, or their life is trust and chaos, and we can't do it for them as much as I wish I could, I always wish I could, but that is a typical place to be. Many of these clients don't have the basic resources that they need to be successful or to impact this change. The other thing that I found stressful, over the years is this motivation, between the client and counselor, they are not pulling their weight. When I see new counselors going into the field, it is like an excited little puppy, they want to go out and they are jumping around, they are excited, they want to help. But, I always tell them, when you are doing more work than your client is, that is a problem. And we have to keep this in mind that we are teaching them to fish, and that is much better than feeding them one meal. It can be difficult to manage. The other thing that I see, and I am personally learning is just saying no. There is a lot of different ways to go about it, but you really have to give yourself permission to say it in the first place. We need to take a look at why that is an issue for us, why we can't say no, why we can't set those boundaries because truly, if you're any bill -- unable, it is going to cause a lot of problems for you. One thing I do is get help with my supervisors, just last week they were telling me no more committees, no more departmental committees, I was overextending myself, it is time for other people to push back a little bit. The other thing is this justice denied just this idea -- the other thing is this idea of the clients not getting exactly what they want out of it, it can be difficult to see that time and time again. I have been so fortunate in my career so far, not to have had this happen, but dealing with this, I have seen colleagues and even counselors that were in my cohort, dealing with client suicide, and some of them ended up giving up their practice altogether. It is such a horrible thing to have to experience, to see somebody in that level of distress to take their own life. As a counselor, you can't help but turn that on yourself. It has been impactful for me to see what my colleagues have gone through. So, some issues again, facing us, like in my story, chronic stress meets the disease, the more we stay in that heightened stress takes a physical toll on our bodies. Our bodies are not meant to be activated for a prolonged time when it comes to stress. Our limbic system is active, that is our fight or flight response, it is meant to be useful back in the day when we were hunting or running from predators, this was active for hours at a time, and we would rarely run off that physical energy. Most of us are sitting at computers or sitting with client, and the system is just activated overtime, and it creates wear and tear. So, those new to the field, often when it comes to stress, one of the biggest stressors is that they feel inadequate or underprepared. This is something that our counselor trainees struggle with often. It is a process. But for those who are experts, for those who may be considered veterans, they deal with clients and balancing work and life, and also these intrapersonal crises that challenge their professional roles. It touches every area of our lives. It is so important to identify these things, and try to start adjusting them before they become an issue. So, this is demonstrating the negative impact, this is a serious issue in our field, and unfortunately, it is something that has yet to be really fully addressed. So, we cannot afford to not attend to our mistakes. For ourselves and for our colleagues, so it is so important that we are able to identify this and have at least an environment in the workplace where we can start talking about some of this stuff. When we see somebody who is impaired, it is so important to say, what is going on? It can be a personal issue, but something needs to be addressed because ultimately, it is our clients who are going to suffer. I love this quote, too. I have always been better at caring for others than I have been for myself. I think he was one that lived it, so you can see that in his life, how he worked with other people, but rarely did he care for himself. Somebody asked a question, they wanted to learn more about wellness, and somebody also mentioned professionally, and longevity, working with people with mental illness. So, I think this is something that I never really thought about until I started writing this presentation, but the idea of personal development, making sure we are doing our job well, if we are being efficient and we are excited, everything seems to run better. An example I have, I teach an addictions class at the graduate level, and it can be a drag sometimes to go in and teach about this stuff. I can remember last semester, I walked into class, and I was getting a lecture on co-occurring disorders, and I cannot tell you how many lectures I have given in substance disorders. I walked inside, and I said this was boring for me, this was one of the first lectures I have ever given in my life, it was horrible. I remember thinking, my gosh, that is my fault, the students were disengaged because I was not excited about the material. I lost perspective, I lost the idea that I was talking about human beings who are suffering tremendously, and I have to find ways to really ignite my level of excitement. This was something I started doing this semester, just sitting back and really reflecting on my lectures before I go in, it gives an amazing level of energy to the classroom of 100 students. When I am excited about what I am teaching, it means I have perspective, I am not just regurgitating this material over and over again, but that is what we have to do, maintain perspective in order to make sure we are excited. But, number two, making sure that we are engaging in professional development. So, a big piece of managing our success in the workplace is making sure that we control our perceptions. Focusing on what we can control, a lot of it we can't, but we can control our expertise, we can control our level of knowledge, our level of understanding about what we do, and that means going and doing exactly what you're doing right now and engaging in professional development. But, also what we can control our quality of our involvement in our relationship process. So, how we treat people, how we work with our clients, we have complete control over that. I think it is so important to look at potential areas we might have with barriers. Is there something off? Am I having a bad experience with this client, and how much of that is about me and how much is about them? We need to be open to that feedback.

>> I have to interrupt you here, before you said this, you had a question from a participant it talked directly about this. It states one trigger for some, is the blindside from negative comments from referrals when we are not meeting the real need, which we really usually don't know what the real need is.

>> That is an impactful statement, I'm glad you shared that. It is so important, and for me I do a lot of research, and it is not only the relationship we have with our client, but it is the tasks we do in therapy, in the counseling process, and the goals. It can be so difficult when you are shooting in the dark, and you don't know what it is that you are supposed to be addressing. So, it is so important to keep that in mind, we can't always control the perceptions of our clients from our supervisors, but these two things we have complete control over. So, introspection is so essential, developing self-awareness, increasing personal maturity, this is something that I built into my practice of self-care every morning. I usually come into the office, I shut my door, I do a breathing meditation for about 5 to 7 minutes, and I say, let's get started, what am I going to do and address today? Since I started doing that, my level of productivity has increased drastically. So, I'm going to pick up the pace just a little bit because I think I want to make sure we get to the end and I show you an example. I also like to say, being active in our own work culture, instead of waiting for a job to meet our needs, so instead of being a passive recipient, you are being an activist. You can be a personal mentor, and you have to understand, we are working in environments that are changing all the time, sometimes changes are good, sometimes changes aren't. I think it is really important to make sure that we look at issues not only personally but systemically and start to address the issues within our jobs that we can adjust and make things run more efficiently, and to have better quality of life overall. A lot of our clients just disappear, remember there was never a formal end. I like to teach about the determination stage of the counseling relationship. I think I only had two accounts of the formal determined end, because we are always wondering what happened to that client. We can't be expected to go and go and go all day. So, it is important for you, and I have a calendar, and I insert a lunch break, because if I don't, and I miss it, I start to get mad at myself because I know that I need that nourishment, I know that I need that break. And, so I think that is really important to look at your day and start to realize that you are a human being that needs to eat, go to the bathroom, get water, but also go outside and take a deep breath. So, inserting those things in and looking daily, sometimes hourly at what we are doing, and whether we can maintain that for a month, a year, 5 years, 10 years, and give yourself permission to be a human being with needs, so you can address those needs. Life is too short to be miserable. When you look at personal self-care, you have to address it holistically, meaning physically, emotionally, socially, spiritually, and you also have to be assertive. My wife is the worst in calling in sick, and it happens, we have to give ourselves permission, and sometimes be assertive, not aggressive in getting our needs met, sometimes that might mean simply taking off to go to the dentist. Those are things, when we look at ourselves and the impact that stress has, and not addressing our primary needs, that carries into the client relationship. Like I said earlier, it is so difficult to separate who we are as a counselor from who we are as a person. Taking care of yourself shows up in your work. When you're not taking care of yourself, it shows up in your work. Physical activity is a big one, it is something most of us, I don't know about the nature of your job, but mine is a lot of sitting. So, 30 minutes a day, five days a week, it is recommended for cardio. But, also getting some other things in there that you enjoy, simple things like going to the doctor, that is so important. Finding social support, getting our own counseling, I talked about meditation, hobbies, some of the as vice -- advice I was given is find something that completely takes you away for at least one week. Something that doesn't involve counseling, something that doesn't involve work, it is so important. And also taking time away from work and being away from work

>> I wanted to share with you, this is something that I have been working on myself, and I feel like I have been relatively successful. But, we have to set boundaries with everyone, I know that evenings after 5 PM, I am dedicated to my family. This includes weekends. So, I say emails after 5 PM, on the weekend, I answer Monday morning. It is crazy how I can get an email, and it can send my entire evening into an uproar. I think that is so important to keep that as my time in my time for my family. When I travel, I set a clear out of office reply, and I say I will respond when I return. I also make it a point to decide when I talk about work outside of the office. That can be just as draining. And we should be focusing on other hobbies, other interests, not just our job all the time. Travel is the most important hobby I have, I love traveling, and when I travel for pleasure, I don't even turn my phone on. My family knows that. I just don't want any interruptions, to be honest. I am not permitted to check emails whatsoever. The other thing is professional development. This piece is where I make sure I make time to get excited about what I'm doing, attend conferences, and one of the best things happening in our field, everything runs better when I am excited about doing things that I am doing. My research is better and my students are more engaged. Everything runs so much better when I am doing that. Also, just say no. Often times, when people ask you to do something, they have no idea what is on your plate, they don't know what you are going through, they don't know what your workload looks like. So, sometimes I have to negotiate and I have to say, I really want to take this on, but this is what I'm dealing with currently, and I will have a supervisor help me way it -- weigh it. More times than not, I am going to say yes, but if it is really going to take away from my work, I try to say, I cannot give that the attention it deserves. The other important thing is just to make time for family and friends. I already talked about that. The biggest thing I'm trying to do now is to schedule my week appropriately so I actually get a weekend, being realistic, looking at my week from start to finish and making sure I have two days to be casual. So, that is all I have, I really hope this was helpful, I think you so much for taking -- thank you so much for taking time out of your day to attend this.

>> We had a few questions. Some are specific, and asking the question of how are you balancing personal time when you are on call to customers all hours of the day, having customers who work all hours of the day, and I'm assuming this is someone who is an employment professional, who has a person who was working nights who may have issues or something of that nature.

>> That is a hard thing to address because if you are on call, that means you are at work. I think we have to be very reasonable about the number of hours that you work in a week. I think that is something that is probably a systemic issue that needs to be addressed with a supervisor. But, to me, that is stressful, sitting there waiting for a phone to ring. It can completely take away from what you are doing personally. I would count that as work. You have to be very realistic with that.

>> I think the other thing, too. I had to explain, give explicit detailed instructions to my customers, my clients of what exactly is an emergency. I don't need to know how well you did at work that night if you got off at 4 AM, if your boss is threatening to fire you, please call me. I think you have to set boundaries with your customers to let them know, what is the true emergency.

>> Absolutely, and that is one thing I see with a lot of counselors coming out of our program, is not being able to shut off, and they will have clients who completely violate those boundaries over and over again, and at some point, we are fostering our clients, and we have to dictate clearly what our response abilities are and what our availability is going to be. If we have to be on call, we have to be on call, but don't not count that as work.

>> We had one more, too. It was tips and techniques, what are some tips and techniques for letting go, not ruminating about clients situations, particularly after work. I think you cover that a lot in your self-care.

>> That is a wonderful question. I still, even 3 to 4 years later have clients that I think about. I think it is important, number one to make ourselves -- work cannot be the center of our entire life, life is so short, and we have to make sure that our interests outside of work are attended to. And that part of our life is just as big as our work life, if work is all we do and always think about, we need to start taking some -- taking a step back and look at your day. I think when we start attending our personal interests, then we have to, then that part of our life starts to get small, if that makes sense. We have to be selfish sometimes, and other techniques I've learned is something as simple as thought stopping. Making a mental picture of a canister, identifying when it happens, and categorizing it and saying, I will tend to that in the morning. It is not going to be healed overnight, it is something that we have to do our best to control and really take that leisure time that we have. But, we are human and we care, so it is going to happen. It is normal.

>> Great. One thing I took from all of this, I love when you said you had people that need to advocate for themselves. We are so great advocating for others, but we have to advocate for ourselves. Thank you so much, this was awesome, I knew it was going to be. We will post this to our website, and it will be available on demand if you need that. We will send you an email with the evaluation link. Please complete the survey and give us your feedback, we would love to know. We appreciate help you out, we are going to load that certificate of completion to your user portal within 3 to 5 days. Shoot us an email if you need to see our form. Thank you, Dr. Watts. I am going to the gym today, awesome. Have a great day everybody. Bye-bye.

>> [Event Concluded]